



Department: OBS OPD		Page No.: 1 of 3
Document Title: SCOPE OF SERVICE		
Applies To: All Staff		Index No: SOS-OPD-001
Issue date: January 05, 2025	Effective date: February 19, 2025	Review date: February 19, 2028

1. Scope of service :

1.1. Description of department maternity and children hospital care to patients requiring outpatients facilities in OB/GYNE

1.2. The range of services offered by the department :

- 1- General surgery clinic
- 2- Ob/GYNE clinic
- 3- General medicine clinic
- 4- Urology clinic
- 5- Dermatology clinic
- 6- Physical therapy clinic

Other room /services:

- 1- dressing room
- 2- Vital signs room
- 3- ECG room
- 4- Brest feeding

1.3. Targeted age groups (neonatal, children ,adults):

Women's requiring above mentioned services

1.4. The number of patient seen annually:

28,482 patient seen in OPD during the year 2024

1.5. The principal diagnostics and therapeutic modalities if there :

Diagnostic services in OPD include mammography ultrasound ECG echo dressing for LSCS
X-ray

Vision:

To become an institution that offers quality integrated and comprehensive health care services to all mother in OB/GYNE OPD



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2. Mission:

Provide care services for mothers before, during and after pregnancy and to achieve the highest standards of quality and safety through the staff of technical excellence and administrative infrastructure and information with the optimal use of resources available to meet the aspirations of the beneficiary and satisfaction

3. Key performance indicators (KPI) developed and monitored by the department :

1. Waiting time for appointment
2. Surgical conversion rate
3. % new patients
4. Patient volume
5. No show rate
6. Clinic waiting time
7. Patient on-time arrival

4. Construct a communication chart (identify internal , external customer)

4.1. Internal customers:

Staff (doctors , trainee's , etc there is a proper verbal telephonic communication between the staff members) between nurse & doctor)

4.2. External customers:

The patient's referrals through patient's satisfaction survey attending the patients' needs at the right time without any delay

5. Working days and working hours:

Five days during the week from Sunday to Thursday

There are two sessions: 7:30am – 12:00pm

1:00pm – 4:00pm

6. Departmental committees and meetings:

6.1. Department staff meeting (schedule and minutes)

6.2. Participate in the following hospital committees



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7. Support service:

OPD department cooperates with anesthesia Department, MICU, and other wards
Radiology and laboratory , pharmacy

8. Departmental challenges and improvement initiatives :

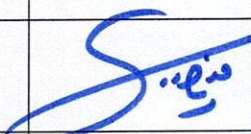
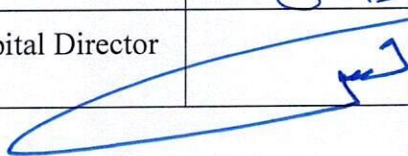
No show rate

9. Regulatory agencies:

9.1. Ministry of health (MOH) in Saudi Arabia.

9.2. Central board of accreditation of healthcare institutions (CBAHI).

7. Approvals:

	Name	Title	Signature	Date
Prepared by:	Mr.Faisal Lazam Alshammari	OPD Director		January 05, 2025
Reviewed by:	Dr.Tamer Naguib	Medical Director		January 08, 2025
Reviewed by:	Mr. Abdullellah Ayed Al Mutairi	QM&PS Director		February 12, 2025
Approved by:	Mr. Fahad Hezam Al Shammari	Hospital Director		February 19, 2025